

CORE- Mailroom Manual Classification

Purpose:

The Transform Manager system has been programmed with logic, so that it can automatically identify a claim by reading the information on the scanned document. However, there are times when a Data Entry/Imaging Technician (DE/IT) will have to manually review claims and determine the document type for the system. This process is known as Manual Classification. Manual Classification allows for a more basic identification process during the mail opening states, so that the claims are not having to be manually sorted up front. Classify is the step that occurs after a document has been scanned, and before it goes to Verify. The system will stop on pages that it cannot identify with a high level of confidence, so that the DE/IT can review these pages.

Identification of Roles:

Data Entry/Imaging Technician – perform Manual Classification functions

Operations Coordinator, Operations Team Lead, and Operations Manager – operate as a resource for Manual Classification functions; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Claims that go to Classify

- a. Claims scanned into DocIt Singles
- b. Claims scanned into DocIt claims w/Attachments

Step 2: Log into the Verify system using the username specific for the classify function

Step 3: A list of jobs will appear

Step 4: Choose a job based off of the oldest Julian date

Step 5: The job will open

- a. A list of claims will appear
- b. Review the claim for Return to Provider (RTP) reasons
 1. Reject the claim if it needs to be returned to the Provider
 2. Proceed with the Manual Classification process if the claim does not need to be returned to the Provider

- c. Review the claim to determine the document type
 1. Compare the claim with the next page in line to determine how to classify the document when processing DocIt claims w/attachments
 2. If correct, press “Enter” to accept the document type given by the system
 3. If incorrect, change the document type given by the system
 4. Combine or split any pages if needed
 5. Reorder the pages if the first page is not a claim when processing DocIt claims w/ attachments

Step 6: Classified documents will go back into the system to be batched up with other like documents and proceed to the Optical Character Recognition (OCR) function for Verify

Forms/Reports:

None

RFP References:

5.2.2.3.4.1.2 – 5.2.2.3.4.1.9

Interfaces:

Verify system

Attachments:

None